Mobile data tariff required

emporia ACTIVE glam

Thank you for purchasing an emporia product!

Please read this user guide before attempting to use your phone.

Eveline Pupeter, emporia Telecom

www.emporia.eu

English

› YOUR MOBILE PHONE AT A GLANCE

1. **Speaker**
2. **Display** (screen)
3. **Green key**
   - Start or accept a call
   - In the menu: Confirm selection
   - On standby: Access **Call history**
4. **Arrow keys**
   - Use these to flick through your **Contacts** and the **Menu**.
   - When the phone is on standby, press menu to call up the **Menu**.
   - When the phone is on standby, press to access **Contacts**.
5. **Red key**
   - When in a call: End
   - When in the menu: One step back
   - When entering digits or letters: Delete
6. **Speed dial keys**
7. **Camera key**
8. **key** (voicemail)
9. **On/Off key**
10. **Emergency button** (optional)
11. **Speaker**
12. **Handset volume controls** + & −
13. **Battery cover** (two versions: one with the emergency button and one without it)
14. **Opening for removing the battery cover**
15. **Port for USB charging cable**

› Symbols on the screen

Network signal strength

Roaming (abroad)

Battery indicator

Missed call

Call forwarding

New text (SMS) message

Profile: Silent/Sleep mode

Alarm on

Bluetooth activated

Bluetooth connected

› Symbols on the external display

Message LED

- Flashes when a new message is received
- Stops flashing as soon as the received message has been read

Call LED

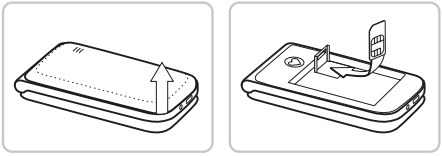
- Flashes when there is a missed call
- Stops flashing as soon as your **Call history** has been viewed

Battery LED

- Slow flashing: Battery is charging
- On constantly: Battery is fully charged
- Rapid flashing: Battery is out of charge

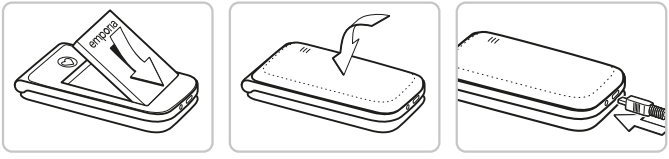
1. PUTTING THE PHONE INTO OPERATION

1.1 Inserting a SIM card



1. Remove the battery cover (opening in the bottom left-hand corner).
2. Open the SIM card holder (slide and lift up the flap).
3. Insert the SIM card into the SIM card holder with the gold contacts facing down and lock the flap back into place.

1.2 Inserting and charging the battery



1. Insert the battery, making sure that the battery contacts touch the phone's gold contacts.
2. Place the battery cover over the battery and click it into place.
3. Insert the charging cable into the USB port of the phone and the power plug into a mains outlet.

Charge the battery for at least 4 hours before the first time you use it. Only use batteries and chargers that are permitted for use with this specific model.

1.3 Turning on the phone

- Press and hold the [⏻] key for at least two seconds until the emporia logo appears. It will take a few seconds for the home screen to be displayed.

1.4 Entering a PIN code

Enter the four-digit PIN code for your SIM card when asked to do so and confirm the entry.

You have a maximum of three attempts to enter the correct number. If you enter the wrong number three times in a row, you will only be able to unblock the SIM card with the PUK code. You will find your original PIN code and PUK code in the documents supplied with your SIM card by your network operator.

1.5 Setting the language, time and date

1. Use [◉] to select a language and then confirm your selection by pressing **OK** [✆].
2. Set the time and date and then save these settings.

1.6 Saving battery power

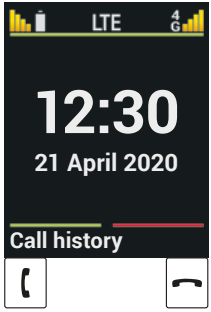
After a few seconds of inactivity, the display will turn off to save battery power. In the event of an incoming call or you pressing any key, the screen will light up again.

2. USING THE PHONE

2.1 Home screen

If your phone is on but not using a function, it will display the home screen. You can return to the home screen any time by pressing the red key several times.

2.2 Menu



The menu key will display the menu. The menu is a list that enables you to manage the phone's various functions and adapt the phone to your needs.

- Use the arrow keys to scroll through the menu.
- The items available in the menu are **Messages**, **Photo album**, **Tools**, **Contacts**, **Call history** and **Settings**.
- Use the green key and red key beneath the screen to confirm your selection or to return to the home screen.

2.3 Dual-function keys

Some keys have additional functions if they are pressed and held down for a few seconds:

[1 ∞] **key:** Listen to your voicemail

[* +] **key:** + for country codes, e.g. +49 for Germany

[# ⇧A1] **key:** Turn on **Silent/Sleep mode**

2.4 Writing text

You enter text using the keypad.

- To input text, press a number key multiple times (e.g. 2× [4 ghi], 1× [1 ∞], 3× [5 jkl], 3× [5 jkl] and 3× [6 mno] for Hallo)
- Special characters and symbols have been assigned to the various keys, but can differ in some languages:

[1 ∞]	**. , - ? ! 1 ' @ : ; ( ) ***	[2 abc]	**a b c 2 ä á ç å â ā æ ć**
[3 def]	**d e f 3 ë é è ê € đ ē**	[4 ghi]	**g h i 4 î ï í ì ğ ı**
[5 jkl]	**j k l 5 £**	[6 mno]	**m n o 6 ö ñ ô œ ó ò**
[7 pqrs]	**p q r s 7 ß $ ş**	[8 tuv]	**t u v 8 ü ù û ú**
[9 wxyz]	**w x y z 9 ŵ ý ÿ**	[0 _]	Space **0**
[* +]	**. , ? ! ' " ( ) @ \ / : _ ; + - * = % & < > £ $ ¥ § € ¤ [ ] { } ~ #**		

- Use the [# ⇧A1] key to switch between the **abc**, **ABC**, **Abc** and **123** input methods.

3. CALLS

3.1 Accepting, rejecting or ending a call

- **To answer:** Open the phone and press **Accept**.
- **To reject or end a call:** Press the red button [ ] or close the phone.
- To mute the ringtone temporarily, press the [ ] volume control button.

The open-to-answer-calls function is preset to be off, but can be enabled in **Menu ⇨ Settings ⇨ Open to answer calls ⇨ On**.

3.2 Calling someone

› Dialling a number

1. Enter the phone number you want to dial (incl. the area code) using the keypad.
2. Start the call by pressing [ ].

› Using the redial function

1. When on the home screen, press the green key [ ]. Your call history will be displayed.
2. Use the arrow keys [menu] and [ ] to select a number.
3. Start the call by pressing [ ].

To go hands-free during a call, open **Options** *and turn on the speaker.*

4. MESSAGES (SMS)

› **Menu items available: Write message, History and Message settings**

4.1 Writing and sending a message

1. Open **Menu** [menu] ⇨ **Messages**.
2. Select **Write message**.
3. Enter the text using the keypad.
4. To specify a recipient for the SMS, open **Options** and select **Send**.
5. You can now select a **Contact** from the phone book, type in a **Phone number** using the keypad or select a number from your **Recent calls** list.

4.2 Reading a message

1. When you receive a new message, a symbol [✉] will appear on the home screen.
2. Press the green key [ ] for **View** to read the message immediately.
3. You can find the text message again later on in **Menu** [menu] ⇨ **Messages** ⇨ **History**.
4. To read a message, tap on it.

5. CAMERA AND PHOTO ALBUM

5.1 Taking a photo

1. When on the home screen, press the camera key or open **Menu** [menu] ⇨ **Tools** ⇨ **Camera**.
   - The [arrow] arrow key will open **Options** (**Self-timer** and **Size**).
2. Press the [menu] arrow key to take a photo.
3. The photo you've taken will immediately be stored in the **Photo album**. Press the green key [ ] to go straight from the camera to the **Photo album**.

5.2 Viewing photos

- All the photos you take will be sorted chronologically.

1. Open **Menu** [menu] ⇨ **Photo album**.
2. Use the arrow keys [menu] and [arrow] to scroll through the photos.
3. Pressing the green key [ ] will open **Options** for the selected picture.

5.3 Backing up photos on your PC

1. Plug the USB connector end of the USB cable supplied with the phone into your PC and the other end into your phone.
2. Select **Transfer files** from the list displayed.
3. The PC will now detect your phone and display the phone's internal memory.
4. You can then select files and copy them onto the PC.

6. TOOLS

› **Menu items: Alarm, Birthday reminder, Calendar, Calculator, Camera, Bluetooth and System updates**

6.1 Alarm

1. Open **Set time**.
2. Enter your desired **Alarm time** and then **Save** it.
3. The alarm is now activated and will go off at the time you have set every day.
4. When the alarm is ringing, you can press the red key to turn it off or the green key to activate the snooze function.
5. Select **Off** to deactivate the alarm permanently.

If the phone is turned off, the alarm is turned off as well. The alarm will therefore not go off when the phone is off.

6.2 Bluetooth

1. Turn the Bluetooth function **On**.
2. Tap on **Connect** and on **Search for new devices**.
   A list of available devices will be displayed.
3. Select the device you want to pair the phone with from the list.
4. Follow the instructions to pair the devices.

Devices that have been connected before will be recognised and connected automatically.

6.3 System updates

You can download the latest software for the phone yourself and therefore update the system and improve applications yourself.

However, only perform updates if your tariff includes mobile data!

1. Check that the battery is at least 30% charged. If it isn't, the download cannot start.
2. Open **Menu** ⇨ **Tools** ⇨ **System updates**.
3. Tap on **Check**.
4. A message will appear telling you whether or not there is any new software available. If there is, select **Download** to start the update process.
5. Once the download has been completed, select **Update now**. You will be informed that you cannot use the phone during the update process.

Do not press the on/off key during the update process and do not start using your phone again until this message has appeared: **The installation was successful**.

7. CONTACTS

› **Menu items: Search for name**, **Add contact**, **Edit contact**, **Delete**, **Import/Export**, **My number**, **Speed dial keys**, **Emergency contacts** and **Contact settings**

7.1 Searching for a contact in the phone book

1. When on the home screen, press the phone book key [📖] or open **Menu** [menu] ⇨ **Contacts** ⇨ **Search for name**.
2. Use the arrow keys [menu] and [📖] to scroll through the entries or use the keypad to type the first letter of the contact you are looking for.
3. Start the call by pressing the green key [📞].

7.2 Adding a contact

1. Open **Menu** [menu] ⇨ **Contacts** ⇨ **Add contact**.
2. Enter the phone number and the person's name and then **Save** them.

Always save names and numbers with the international dialling code, e.g. +41 for Switzerland, +43 for Austria and +49 for Germany.

7.3 Speed dial keys [I] [II]

› **Saving a speed dial key**

1. Press one of the two free speed dial keys.
2. Enter a **Name** and **Number** or **Search** for a contact in the phone book.

› **Changing or deleting a speed dial key**

1. Open **Menu** [menu] ⇨ **Contacts** ⇨ **Settings**.
2. Select a vacant position from the list.
3. Enter a **Name** and **Number** or **Search** for a contact in the phone book.
4. To change a speed dial key, select a position from the list and change or delete its link to the contact it's currently associated with.

8. SETTINGS

› Menu items: **Mobile network, Wi-Fi hotspot, Silent/ Sleep mode, Sounds and alerts, Handset volume, Hands-free volume, Display and lights, Time and date, Language, Camera settings, Open to answer calls, Call waiting, Call forwarding, Voicemail number, Emergency numbers, Emergency button, Security settings, Contact settings, 0000 to enter settings and Master reset**

8.1 Mobile network

- **Mobile data:** on/off (preset to be on)
- **Data roaming:** on/off (preset to be off)

8.2 Wi-Fi hotspot

You can use your mobile data connection to enable other digital devices to connect to the Internet.

This device is not able to establish a connection to the Internet via Wi-Fi!

8.3 Silent/Sleep mode

In this mode, incoming calls will only be indicated by a visual alert. The phone's ringtone and vibration are turned off.

8.4 Sounds and alerts

You can personalise the settings for tones, alerts and vibration or select a set of predefined settings (profile).

› Menu items: **Ringtone, Alarm melody, Ringer volume, Silent/Sleep mode, Vibra for calls, Vibra for alarm clock, Key tones, Message tone, Vibra for messages, Handset volume, Hands-free volume, Confirmation tone** and **Emergency tone**

8.5 Voicemail number

Enter the number for your voicemail. You will find this number in the documents supplied by your network provider.

8.6 Security settings

- **PIN**: PIN request on/off, change PIN
- **Phone code**: on/off, change (factory preset code: 1234)

8.7 0000 to enter settings

Activate this safety mode to prevent changes being made to settings unintentionally.

8.8 Master reset

You can restore all the factory settings on your phone (factory preset code: 1234).

9. EMPORIA EMERGENCY CALL FUNCTION

If you use the battery cover with the integrated emergency button, you can enable the phone's emergency call function. Read the instructions carefully and set the emergency function according to your needs. You can save up to five emergency contacts (family members, friends and official institutions).

- In an emergency, press and hold the emergency button on the back of the phone. (This works even when the phone is closed.)
- The five preset numbers will be dialled automatically in the order in which you have saved them.
  If it is not possible to get through to anyone on the first number, the second number will automatically be dialled.
  If it is not possible to get through to anyone on the second number, the third number will automatically be dialled, and so on. (The phone will go through a list of five numbers a maximum of three times.)
- At the same time as each emergency call, a text message (SMS) will be sent to the contact, saying: **"You are about to receive an emergency call. Please press the 0 key three times to establish the connection."**

The contact must press the 0 key three times within 60 seconds or the next emergency contact will be called. This prevents the emergency call from going through to a contact's voicemail or answerphone.

- From the moment you make an emergency call, your emporia phone will automatically answer any incoming calls for one hour. To disable this function, press and hold the button for approx. three seconds or turn your device off completely using the button and then turn it on again.
- To cancel the emergency call, press and hold .
- During the emergency call, a warning tone will sound continuously to alert anyone nearby and the person being called.
- If you do not have any emergency contacts saved, have no credit on your prepaid phone card or are connected to another network without permission (e.g. roaming is not activated), 112 will be dialled when you press the emergency button.

If you want to add the number of an official institution such as the police or fire brigade as an emergency contact, you must check that this is okay with the respective institution beforehand. We do not assume liability for any costs incurred through you calling such an institution by mistake.

› **Adding/editing emergency contacts**

In the **Settings** menu ⇨ **Emergency button**

⇨ **Add emergency contact**

⇨ Select an entry (e.g. **Emergency contact 1)**

by pressing menu

⇨ Select **OK** by pressing

⇨ Select **Private** or **Help organisation**

⇨ Select a contact

› **Enabling the emergency button**

In the **Settings** menu ⇨ **Emergency button** ⇨ **On/Off**

› **Pre-alarm**

The pre-alarm is a warning tone that sounds for 10 seconds and alerts anyone nearby to the emergency call.

After this, the emergency call sequence starts.

In the **Settings** menu ⇨ **Emergency button**

⇨ **Emergency numbers** ⇨ **On/Off**

› GUARANTEE AND SERVICE

Manufacturer:	emporia telecom GmbH + CoKG Industriezeile 36, 4020 Linz, Austria
Importer:	Emporia UK and Ireland Limited · 1st Floor, Building 2 Croxley Business Park, Watford, England
Contact:	www.emporiatelecom.co.uk or www.emporiatelecom.ie
Brand name:	emporia
Model:	V221-4G / emporiaACTIVEglam

› Scope of delivery

- **Mobile phone:** V221-4G / emporiaACTIVEglam
- **Extra battery cover without an emergency button**
- **Battery:** Ak-V221-4G
- **USB cabel**
- **AC adapter:** RL-C150-USB
- **Table charging unit:** TL-V221-4G

› Support

- **Emporia Service Centre**
  Mon.-Thu. 9:00-4:00 · Fri. 9:00-1:00
  service@emporiatelecom.co.uk
- **UK-Hotline:** +44 · 1923 · 947778
  www.emporiatelecom.co.uk/service
- **IE-Hotline:** +353 · 1 592 6339
  www.emporiatelecom.ie/service

› Guarantee

- This guarantee is only valid if original batteries supplied by emporia have been used.
- **Mobile phone:** 12 months
- **Battery:** 6 months

› Technical details

- **Dimensions:** 96.5 × 50.5 × 17.75 mm
- **Weight:** 85.0 g
- **Battery:** Li-ion 3.8 V, 1150 mAh, 4.27 Wh (replaceable)
- **AC adapter:**
  input: 100 - 240V AC, 50/60 Hz, 200 mA;
  output: DC 5.0 V, 500 mA
- **Table charging unit:**
  input/output:
- **Standby time:** 140 h*
- **Talk time:** 320 min*
  (*The battery life can be reduced depending on network coverage and active applications.)
- **Internal antenna:**
  SAR body: 0.98 W/kg
  SAR head: 0.89 W/kg
- **Operating temperature range:**
  -10° – 40° C
- **Hearing Aid Compatible:** M4/T4
- **Bluetooth:** V 4.0

› Frequencies

- **BT:** 2402 MHz - 2480 MHz
  Transmitter power: < 0.0018 W
- **FM:** 87.6 MHz - 107.9 MHz
- **E-GSM 900/GPRS 900/EGPRS 900:**
  TX: 880 - 915MHz; RX: 925 - 960 MHz
  Transmitter power: < 2.138 W
- **E-GSM 1800/GPRS 1800/EGPRS 1800:**
  TX: 1710 - 1785 MHz; RX: 1805 - 1880 MHz
  Transmitter power: < 1.1482 W
- **WCDMA Band I:**
  TX:1920 - 1980 MHz; RX: 2110 - 2170 MHz
  Transmitter power: < 0.1811 W
- **WCDMA Band VIII:**
  TX: 880 - 915 MHz; RX: 925 - 960 MHz
  Transmitter power: < 0.1652 W
- **LTE Band I:**
  TX:1920 - 1980 MHz, RX:2110 - 2170 MHz
  Transmitter power: < 0.1841 W
- **LTE Band III:**
  TX:1710 - 1785 MHz, RX:1805 - 1880 MHz
  Transmitter power: < 0.2042 W
- **LTE Band VII:**
  TX:2500 - 2570 MHz; RX: 2620 - 2690 MHz
  Transmitter power: < 0.2704 W
- **LTE Band VIII:**
  TX: 880 - 915 MHz; RX: 925 - 960 MHz
  Transmitter power: < 0.3516 W
- **LTE Band XX:**
  TX: 832 - 862 MHz; RX: 791 - 821 MHz
  Transmitter power: < 0.2618 W

› Safety information

- Turn off your phone in hospitals and whenever you are near medical equipment. There should always be a distance of at least 20 cm between a pacemaker and the phone when it is on.
- Never try to control a vehicle while holding the phone in your hand. Always comply with relevant national laws and traffic regulations.
- Turn off the phone whenever you are travelling in an aeroplane.
- The phone must be switched off whenever it is near a petrol station or other places with explosive substances.
- Never shine the LED torch in the eyes of people or animals! (Protection class 3)
-
  To prevent hearing impairments, do not use the phone on a high speaker volume for extended periods of time. Do not hold the phone to your ear when hands-free mode is activated or the emergency button has been pressed.
- Using a headset on a high volume can cause hearing impairments. Check the volume of the headset you are using.
- The phone and the accessories may contain small parts. Keep the phone out of the reach of young children.
- As a precaution, we recommend disconnecting the phone from the charger during thunderstorms.

- The mains adapter serves as a separator between the product and your mains supply. The mains supply must be close to the device and easily accessible.
- This device has been tested for typical applications where the device is carried on the body. To meet the RF exposure requirements, the minimum distance between the body, in particular the user's head, and the handset including the antenna must be 0 cm. Belt clips, holsters and similar accessories from third parties used with this device must not contain metallic components. Accessories carried on the body that do not meet these requirements may not meet the RF exposure requirements and should be avoided. Only use the device's built-in antenna or an approved antenna.
- This device complies with the essential requirements and other relevant provisions of Directive 2014/53/EU. All the important radio test cases have been written.
- Caution: Risk of explosion if the battery is replaced by the wrong type. Dispose of the used batteries according to the instructions.
- The device complies with RF specifications when the device is 5mm from the body.

› Intended use

- This phone is robust and designed for mobile use. However, it still needs to be protected from moisture (rain, bathroom water, etc.) and heavy impacts.
- It is only designed for European network standards (AT, BE, CZ, DE, DK, ES, FI, FR, GB, HR, HU, IE, IT, NL, NO, PL, PT, SE, SI, SK, SZ and TR).
- Do not leave it where it will be directly exposed to the sun.
- Using it for any purpose other than that described above will result in damage to the product. Doing this also entails hazards such as fire, electric shocks, etc. This product must not be changed or modified, and the casing must not be opened.
- The adapter is only suitable for use in conjunction with a standard household mains socket that is connected to your electrical grid and uses 100-240 volts, 50/60Hz (10/16A), of alternating voltage.

› Disposal

- **Disposing of the packaging**

The packaging and packaging aids are recyclable and should be recycled.

- **Disposing of the battery**

Batteries should never be disposed of as domestic refuse! As a consumer you are legally required to return used batteries. They can be handed in at one of your community's local collection points or at specialist stores.

- **Disposing of the device**

If this product ever wears out, please don't dispose of it as domestic refuse. To ensure you don't cause damage to the environment, take it to a collection or recycling centre where used devices are processed for recycling in an environmentally friendly manner.

› Declaration of conformity (DOC)

emporia telecom GmbH + CoKG (Industriezeile 36, 4020 Linz, Austria), hereby declares that the **V221-4G / emporiaACTIVEglam** telecommunication or radio device complies with Directive 2014/53/EU. The full text of the EU declaration of conformity can be viewed on this web page:

https://www.emporia.eu/doc

Eveline Pupeter
CEO, emporia Telecom
31/05/2020, Linz/Austria

https://www.emporia.eu/doc

DE Druckfehler, Irrtümer und technische Änderungen vorbehalten.

EN Misprints, errors and technical changes excepted.

IT Con riserva di errori di stampa, inesattezze e modifiche tecniche.

FR Toutes erreurs d'impression, erreurs et modifications techniques réservées.

NL Drukfouten, vergissingen en technische wijzigingen voorbehouden.

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